**Slide 1**

One Care Ombudsman   
Ensuring One Care Works for You.

2017 4th Quarter and

End of Year Overview Presentation for the

One Care Implementation Council

January 9, 2018

**Slide 2**One Care Ombudsman  
Mission

The **One Care Ombudsman** (**OCO**) Office is an independent office which helps individuals, including their significant others and representatives, address concerns or conflicts that may interfere with their enrollment in One Care or their access to One Care health benefits and services.

**Slide 3**One Care Members   
OCO Impact Examples

* *A One Care member misplaced all of their prescription medications and had not taken medication for two days when they contacted the OCO. The OCO worked with the plan’s Member Service Manager and the member’s prescribing physicians. All of their medication was replaced within 8 hours of contacting the OCO.*
* *A One Care member paid $150 out-of-pocket for a medical appointment during their Continuity of Care period. The OCO contacted the plan’s billing department. The member was reimbursed for their out-of-pocket expense within two weeks of contacting the OCO.*

**Slide 4**

One Care Ombudsman

4Quarter  
Oct. 1, 2017 to Dec. 31, 2017

**Slide 5  
Inquiries: 4th Qtr**Oct. 1 to Dec. 31, 2017

|  |  |
| --- | --- |
| Total Inquiries | 40 |

Note: The Total “40”, includes 8 inquiries on a diverse variety of topics which are not reflected or counted in High Level Inquiry Topics “below.

High Level **Inquiry** Topics

|  |  |
| --- | --- |
| Benefits/Access sub-total | 10 |
| * Schedule Transportation | 4 |
| * Request Insurance Card | 3 |
| * Seeking Provider Direction | 3 |

|  |  |
| --- | --- |
| Enrollment sub-total | 22 |
| * Interest in Enrolling in One Care | 11 |
| * General Information about One Care | 6 |
| * Dis-Enrollment from One Care | 5 |

Note: A single contact may present multiple inquiries

**Slide 6**

Complaints 4th Quarter

October 1 to December 31, 2017

|  |  |
| --- | --- |
| TOTAL COMPLAINTS | 31 |

|  |  |
| --- | --- |
| Benefits/Access sub-total | 12 |
| * Access to Long-Term Services and Supports (LTSS)\* | 4 |
| * Transportation \* | 3 |
| * Durable Medical Equipment (DME) \* | 3 |

\* Details on next slide

|  |  |
| --- | --- |
| Appeals/Grievances sub-total | 5 |

**Slide 7**Compliant Sub-themes: 4th Qtr

Oct. 1 to December 31, 2017

|  |  |
| --- | --- |
| Access to LTSS Total | 4 |
| * Delay in timely access to LTSS | 3 |
| * Denial of LTSS request | 1 |

|  |  |
| --- | --- |
| Transportation Total | 3 |
| * Delay in renewing transportation authorization | 2 |
| * Transportation service 15 minutes or more late | 1 |

|  |  |
| --- | --- |
| DME Total | 3 |
| * DME claim not process in timely manner | 3 |

**Slide 8**

How Callers Heard About the OCO: 4th Qtr

October 1 to December 31, 2017

|  |  |
| --- | --- |
| Total Responses | 64 |
| * OCO Magnet | 40 |
| * Friends | 8 |
| * OCO Outreach Events | 5 |
| * One Care Website | 4 |
| * One Care auto enrollment letters | 2 |
| * One Care is available in your mailing area | 2 |
| * OCO newsletter | 2 |
| * One Care Plan Care Manager | 1 |

**Slide 9**OCO Customer Satisfaction Survey: 4th Qtr  
October 1 to December 31, 2017

|  |  |
| --- | --- |
| * Overall satisfaction with OCO services:   Very satisfied to satisfied | 95% |
| * Members rated the OCO as understanding their problem | 95% |
| * Members rated the OCO as very knowledgeable to knowledgeable | 100% |
| * Members were responded to within 1-2 business days | 95% |
| * Members felt very respected or respected by OCO staff | 100% |

16 individuals were called – 60% (10 individuals) agreed to participate in the survey

**Slide 10**One Care Ombudsman  
2017 Overview  
Jan. 1 to Dec. 31, 2017

**Slide 11**OCO 2017 Overview: Ombudsman Services  
(Jan. 1, 2017 to Dec. 2017)

|  |  |  |
| --- | --- | --- |
|  | # of Individuals | # of Contacts |
| Total  Number of Inquiries | 137 | 174 |
| Total  Number of Complaints | 117 | 164 |

Total 254 338

**Slide 12**  
OCO 2017 Overview  
(Feb. 2 to Dec. 31, 2017)

Geographic Location of OCO Contacts

This is a pie chart depicting the contacts in Eastern, Central, and Western Mass and unknown.

Eastern Mass – 207  
Central Mass – 68  
Western Mass – 53  
Unknown – 10  
  
Note: Based on zip code, which the OCO began collecting in February 2017.

**Slide 13**  
2017 Trends (vary by time period)

|  |  |  |  |
| --- | --- | --- | --- |
| Transportation | | | |
| Months | Trend | Number of Calls | Resolved |
| Jan – Feb | Difficulty scheduling transportation | 5 | ✓ |
| Mar – May | Rude/late drivers | 2 | ✓ |
| Jul – Dec | Members’ reminder calls | 3 | ✓ |

|  |  |  |  |
| --- | --- | --- | --- |
| Dental | | | |
| Months | Trend | Number of Calls | Resolved |
| Jan – Feb | Accurate completion of prior authorizations | 2 | ✓ |
| Mar – May | Western Mass provider availability | 2 | ✓ |
| Aug – Oct | Members billed for dental services | 3 | ✓ |

**Slide 14**On-going Trend: Messaging

Approximately 1 out of 5 callers who contact the OCO struggle with understanding the language of MassHealth, One Care and/or One Care plan notices.

This includes language related to:

* Continuity of Care
* Redetermination Requests
* Changes in One Care and One Care plans
* Denial letters

Recommendations:

* Putting information in a list format appears to be more helpful than paragraph format.
* Simplifying language in all notices to 3rd grade reading level.

**Slide 15**OCO 2017 Overview: Outreach  
(Jan. 1 to Dec. 31, 2017)

|  |  |
| --- | --- |
| Total  Number of Outreach Presentations | 18 |
| Total  Number of Outreach Attendees | 500 |
| Total  Number of Materials Distributed | 3,200\* |

Note: \*This includes OCO magnets, flyers, brochures, babel sheets and business cards.

**Slide 16**OCO 2017 Overview  
(Jan. 1 to Dec. 31, 2017)

Outreach and Presentations

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Location | | | Audience | | |
| Eastern Mass | Central Mass | Western Mass | Enrollees | Staff at Community Based Organizations (CBOs) | General Public |
| YTD | 16 | 1 | 1 | 15 | 100 | 385 |

Materials Distribution

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | Flyers | | Brochures | |
| Magnets | Spanish | English | Spanish | English |
| YTD | 1,600 | 50 | 500 | 100 | 600 |

**Slide 17**OCO 2017: Outreach Networking  
(Jan. 1 to Dec. 31, 2017)

Throughout 2017 the **OCO** continued its work to build networks with a variety of stakeholder organizations. These efforts included:

* Distributing marketing materials to LTS Coordinator offices
* Distributing marketing materials at Aging and Disability Resource Center (ADRC) events
* Conducting presentations to SHINE staff and volunteers

In addition to regular networking with the organizations listed above, we are currently engaged in outreach planning with:

* Pine Street Inn
* Transformation Center
* Massachusetts Association for Mental Health (MAMH)

**Slide 18**  
How to Contact the OCO

Phone 855.781.9898  
Email [help@onecareombuds.org](mailto:help@onecareombuds.org)  
Website onecareombuds.org  
Address 11 Dartmouth St., Ste 301  
 Malden, MA 02148  
Hours of Operation Monday – Friday  
 9:00 am to 4:00 pm  
Walk-in Hours Monday: 1 pm to 4 pm  
 Thursday: 9 am to 12 noon